

FRANCES WANG

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[PRODUCT PORTFOLIO](#) → frances-product-portfolio.pages.dev

Product leader with 12+ years across product management, commercial strategy, and consulting. Leads 0 to 1 launches and cross-team platform strategy, connecting coding-agent capabilities, enterprise agent governance, and usage-based monetization. Combines systems-level technical judgment with customer insight and commercial acumen to drive enterprise adoption and business growth.

PROFESSIONAL EXPERIENCE

GitLab | Senior Product Manager, AI Platform

Nov 2025 - Oct 2026 | Remote / Kirkland, WA

- Product DRI for Duo Developer, GitLab's coding agent across remote execution and CLI; led iterative releases and aligned multi-team roadmaps for agent execution, orchestration, and shared platform primitives.
- Led iterative coding-agent quality, onboarding, and adoption improvements; active paid Duo Developer users grew **350% in one quarter**.
- Sole PM for Agent Foundation, partnering with 25+ engineers before a reorganization; owned enterprise AI governance strategy and delivered GA-critical identity, access, and security controls.
- Drove governance packaging: retained foundational controls, configurable human oversight, audit logs, and session details in the base Duo Agent Platform; positioned advanced AI policy and risk detection in the AI Governance offering.
- Made the product call to prioritize context compaction after reviewing failure patterns with Engineering; shipped compaction and tool-result handling improvements, informed by weekly task-completion tracking, SWE-bench Pro/Verified, production telemetry, latency, cost, and developer feedback across model families.
- Aligned engineering teams on shared agent-harness architecture and roadmaps spanning memory, context management, and reusable subagents; built prototypes and contributed scoped merge requests to validate trade-offs.
- Owned agent observability strategy, separating developer debugging from enterprise admin oversight; established a cross-team roadmap for execution traces, failure analysis, usage, and auditability.
- Shaped model selection and task-aware routing through prototypes balancing quality, latency, and cost; influenced the shift toward token-based or hybrid billing, informed by production usage and inference economics.

PagerDuty | Senior Product Manager, AIOps

May 2022 - Oct 2025 | Toronto, Canada

- Owned strategy, roadmap, and 0 to 1 launch of the AIOps Operations Console, helping operations teams monitor incidents, prioritize signals, and identify remediation actions; reached **80%+ daily usage** among paid enterprise accounts.
- Validated PD Live with paying enterprise customers and developed the investment case and financial model to scale the concept into PagerDuty's core product.
- Led the consumption-based AIOps SKU launch, reaching **multimillion-dollar ARR** and exceeding targets by the end of the second quarter; owned monetization, billing readiness, and go-to-market execution.
- Led AI triage and incident summaries to help SRE teams prioritize response; partnered with Solutions Engineering and Customer Success on enterprise sales enablement and adoption.

Deloitte Digital | Senior Product Manager, Omnia AI

Feb 2021 - Apr 2022 | Toronto, Canada

- Led a 20+ person engineering and data-science team delivering an ML-driven company-intelligence platform for McKinsey (client engagement via TWG, acquired by Deloitte Digital), turning public company data into enriched profiles and research insights; adopted by **30K+ users within one quarter** of launch.
- Owned the platform roadmap and ML feature priorities; partnered with Data Science on experimentation and with ML Engineering to turn findings into production data pipelines.
- Directed analytics-led growth for a \$50M+ connected-fitness business; defined a 0 to 1 youth-banking proposition through customer discovery, market research, and MVP planning.

Loblaw Digital | Product Manager, Customer Growth / Manager, Spoke Operations

Apr 2019 - Feb 2021 | Toronto, Canada

- Owned customer-growth strategy for a multimillion-dollar online grocery business serving millions of active users; used analytics, experimentation, and ML forecasting to prioritize acquisition, migration, and retention.
- Brought ML-based customer classification, lifetime-value segmentation, and personalized recommendations into production with Data Science and ML Engineering; connected experimentation and parameter tuning to acquisition and retention.
- Built analytics and automated dashboards guiding growth and operational investments; contributed to **200%+ year-over-year sales growth** at a multimillion-dollar sales scale and launched grocery pickup experiences for condos and pharmacies.

PwC Strategy& | Senior Associate / Associate, Strategy Consulting

Oct 2015 - Apr 2019 | Toronto / Shanghai / Hong Kong

- Led operating-model strategy and a 12-month transformation roadmap for a scaling technology startup.
- Led a national retailer's digital transformation workstream across data platforms and retail systems; aligned stakeholders and drove UAT, process changes, and rollout readiness.
- Led China e-commerce market-entry strategy for a EUR 90B European retailer; translated customer and market insights into digital capability priorities, an operating model, and an investment case.

Mercedes-Benz Canada | Senior Analyst / Retail Planning & Strategy Analyst

Jun 2013 - Sep 2015 | Toronto, Canada

- Built dealer performance metrics and commercial analyses supporting **15% sales uplift**; contributed to a three-year growth roadmap informed by sales, service, and financing data.

PRODUCT & TECHNICAL EXPERTISE

Product leadership: Product strategy, cross-team roadmaps, customer discovery, 0 to 1 launches, experimentation, usage-based pricing, inference economics, enterprise GTM, sales enablement.

AI and platforms: Coding agents and orchestration, shared harnesses, context management, LLM evaluation (SWE-bench, LangSmith), model routing, agent identity, delegated access, governance, observability.

Technical and data: SQL, Python, REST APIs, API testing, Git/GitLab merge requests, Google Cloud, Snowflake, Periscope/Sisense, Snowplow, LLM APIs; SaaS, self-managed, and air-gapped deployment.

EDUCATION

Schulich School of Business, York University | B.B.A. (Honours), Finance | 2009 - 2013

University of Mannheim | Exchange Program | 2012

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